

U.S. Appl. No. 09/641,449  
Amendment Dated Apr 5, 2004  
Reply to Office Action of Feb. 3, 2004  
Docket No. 6169-179

IBM Docket No. GB9-2000-0034US1

**Amendments to the Claims:**

This listing of claims will replace all prior versions and listings of claims in the instant application:

**Listing of Claims:**

1. (Currently Amended) An interactive voice response (IVR) system having:
  - a plurality of speech technology software modules, each module comprising a speech recognition engine and a text-to-speech engine for recognising speech input from a user or generating speech output for a user;
  - a voice application defining a plurality of interactions between a caller and the speech technology modules;
  - each interaction having a task property and an interaction environment property;
  - a speech technology selection module for selecting, for each interaction, one of the speech technology modules from the plurality of the modules to be used by the application according to the environment property of the interaction.
2. (Original) An IVR as in claim 1 further comprising:
  - a plurality of parameter sets associated with each speech technology module;
  - a parameter selection module for selecting one of the parameters sets for use with the selected speech technology module according to the environment property of the interaction and the task property of the environment.
3. (Original) An IVR as in claim 1 wherein the environment property comprises a language identifier.
4. (Original) An IVR as in claim 1 wherein the environment property comprises a regional identifier.

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5. (Currently Amended) An IVR as in claim 1 wherein the environment property comprises a call type identifier indicating a type of call as at least one of landline, mobile, or IP telephony.

6. (Previously Presented) An IVR as in claim 1 wherein the application defines the application environment property and wherein the environment property of an interaction takes priority